



Problem Resolution Report

CoSD Contract no. 537863
Removal of DCSS Printers Requirement
HP/CoSD-118



Date: February 28, 2014

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on April 5, 2012 and May 5, 2013 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to remove DCSS Printers requirement as set forth in Section 4.4.3.2.5 of Schedule 4.3 of the Agreement.

As a consequence of changes in the State policies, the Parties have agreed that, effective on the date of this PRR, the support for the DCSS printers shall no longer be provided by Contractor and therefore Contractor shall no longer be responsible for IMARs, break-fix, and disposal for DCSS Printers in coordination with DCSS and the State, as currently provided by Section 4.4.3.2.5. DCSS Printers - of Schedule 4.3, Operational Services.

Resolution:

1. Delete Section 4.4.3.2.5. DCSS Printers from Schedule 4.3, Operational Services, in its entirety;
2. Delete Resource Unit DCSS Printer (\$300.10), from Schedule 16.1, Exhibits 16.1-5 and 16.1-6.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



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IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

HP ENTERPRISE SERVICES, LLC

By: John M. Pellegrino

By: Max Pinna

Name: John M. Pellegrino

Name: Max Pinna

Title: Director Department of Purchasing
and Contracting

Title: Contracts Manager

Date: 3-3-2014

Date: February 28, 2014

John M. Pellegrino